



Position Description

Position Identification			
Position Title:	Community Connector		
Direct Reports	NIL	Indirect Reports:	NIL
HRIS Position Number:	1459	Effective Date:	June 2024
Location:	Merri Central, Community Based and other Merri Health sites as required		
Scope of Practice:	Not Applicable		
Delegation of Authority:	Refer to Delegation of Authority Policy		
Agreement/Classification	Merri Health Enterprise Agreement 2021		
*For HR use only	• SCSE Level 3		
Organisational Context			
Divisional:	Aged & Primary Care		
Program:	Prevention and Complex Care	Unit:	Prevention and Chronic Illness Care Team
Organisational Chart	<pre>graph TD; Manager[Manager, Prevention and Complex Care] --> TeamLeader[Team Leader, P&CIC Team]; TeamLeader --> CommunityConnector[Community Connector];</pre>		
Position Summary			
<p>The Community Connector works within the Community Connections Program in the Prevention and Chronic Illness Care (P&CIC) team delivering an innovative program which aims to strengthen social connectedness and wellbeing whilst decreasing loneliness and social isolation for community members aged 18 to 64 years of age, or up to 50 years of age for Aboriginal Peoples.</p> <p>This role assists planning and facilitating or co-facilitating groups and activities, community events, and providing administrative support to the program. The role also provides 1:1 support to assist the client to develop skills and confidence to connect to their immediate and wider communities</p> <p>The role may also involve the following, dependent on qualifications and experience:</p> <ul style="list-style-type: none">• Assessment (within scope)• Clinical triage• Goal directed care planning <p>In this role, you will be working with community members that are eligible for funding via Home and Community Care – Program for Younger People (HACC-PYP). The program aims to support clients to optimise their functional independence and engage meaningfully and actively in their community.</p>			



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Position Accountabilities

Responsibilities

Service Delivery:

- In collaboration with the Community Connections team, plan and deliver groups and seminars to consumers. Groups may be site based, community based or telehealth.
- Support Community Navigator/s with group facilitation, including preparing client resources, set up and pack down of the group area and support the delivery of the group.
- Assist in the administration of group and seminar programs
- Provide 1:1 support at home and/or in the community to assist the client to develop skills and confidence to connect to their immediate and wider communities. This may be through participating in groups, social or leisure activities, and the use of public transport.
- Complete community connections assessments and develop a goal directed care plan, within scope.
- Plan and deliver activities, including one on one and group work towards the long term objective of the program and monitor client progress
- Act as a link worker to facilitate access to community based programs, services and activities based on client interests and goals.
- Support consumers with referral/s to both internal and other external services based on their identified needs
- Participate in regular supervision as directed by the team leader
- Escalate any identified risks to the Community Navigators and/or Team Leader
- Monitor consumer progress, including case notes, and provide feedback regarding any issues or concerns
- Participate in case conferencing
- Assist with service reviews, client surveys and program evaluation
- Assist with promotional and marketing activities, including expos and community engagement opportunities to promote the program
- Ensure that services are provided in a manner respectful of consumer language, literacy levels, cultural beliefs and practices.

Administration Support:

- Maintain consumer records and program documentation
- Assist in the maintenance of a database of information and resources
- Other duties as required and within scope of classification to support the smooth delivery of the program

Clinical Triage Role (dependent on qualifications and experience)

- Screen all referrals to ensure they meet program eligibility
- If not eligible, inform referrer and assist with linking to a more appropriate service
- If eligible, complete client registration, and allocation to a Community Navigator
- Answer triage enquiries and provide information to community agencies, GPs, families, carers, etc.

Book clinician appointments and interpreters, and other triage duties as required

Other Duties



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	<ul style="list-style-type: none"> • Maintain and enhance professional knowledge and technical skills by keeping up to date with new developments and relevant trends. • Undertake any reasonable additional tasks as directed by Merri Health. • Ensure compliance with all relevant legislation, funding guidelines, service standards and contractual obligations. • Practice complies with national code for health care workers and delegated scope of practice.
Safety and Risk	<p>Occupational Health & Safety (OHS)</p> <ul style="list-style-type: none"> • All employees have a duty to take reasonable care for the health and safety of themselves and others affected by their actions at work, and to comply with Merri Health's OHS Frameworks. <p>Physical Inherent requirements (PIR)</p> <ul style="list-style-type: none"> • Involves sedentary tasks requiring a low level of physical activity and alternation between seated and standing positions • Incorporates computer based activities, where employees are required to maintain a slight to moderate degree of cervical flexion for periods of several minutes at a time, occasionally sitting for periods in excess of 20 minutes • Sound upper limb joints, with the ability to withstand repetitive upper limb activity • May be required to occasionally lift and carry items weighing up to 10kgs <p>Quality & Risk</p> <ul style="list-style-type: none"> • Be proactive in risk identification, notification and management. • Comply with Merri Health's policies and procedures • Participate in quality improvement activities and engage clients in these activities when relevant. <p><i>Merri Health is an equal opportunity employer and committed to ensuring a safe environment for children and young people. We encourage individuals of diverse backgrounds including but not limited to those from the Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse, the GLBTIQ community and those living with a disability to join our workforce.</i></p>
Capabilities	<p>All employees are expected to align their behaviours and utilise capabilities (or 'soft skills') in line with our organisational values and the level of responsibility of the position. The capabilities for this position can be found within Merri Health's Capability Matrix.</p>
Key Selection Criteria	
Essential	<ul style="list-style-type: none"> • Minimum Certificate 4 Qualification in Individual Support, Lifestyle and Leisure, Allied Health Assistance, Diversional Therapy or equivalent, with relevant experience, knowledge and skills. • An understanding of consumer centred care and community health principles. • An understanding of the impacts of mental illness and or chronic disease, loneliness and social isolation for persons aged 18-64 years of age. • Experience and ability to plan and facilitate telehealth, site based and community based groups and activities.



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	<ul style="list-style-type: none">• Good communication skills (written and verbal), time management and interpersonal skills.• Ability to take direction and deliver program activities autonomously and as part of a team.• Computer literacy and practical administration skills
Desirable	<ul style="list-style-type: none">• Fluency in a second language
Checks, Licences and Registration	<ul style="list-style-type: none">• National Police check• Current full or probationary Drivers Licence• Statutory Declaration• Immunisation Category A• Working with Childrens Check• Professional Registration (if relevant)